

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814

June 19, 1985



ALL-COUNTY INFORMATION NOTICE I-56-85

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM REVIEW

The Adult and Family Services Operations Bureau (AFSOB) will conduct a state-wide review of the In-Home Supportive Services (IHSS) program beginning July 1985. The purpose of the review is to determine, on a statewide basis, (1) the level of statewide compliance with IHSS regulations and (2) what problems counties are confronted with in meeting regulation compliance and to solicit comments/suggestions for improving program regulations. Once this data has been analyzed and actions for improvement have been implemented by both the state and counties, then future reviews can be performed to identify county specific reliable findings.

The scope of the review will consist of a statewide sample of IHSS cases (323 statewide) and an administrative questionnaire, attached, to be completed and returned by July 26, 1985 to:

Adult and Family Services Operations Bureau
744 P Street, M.S. 9-532
Sacramento, CA 95814

For those counties utilizing the individual provider (IP) mode of delivery, the sample will be selected through the payrolling system. In those counties using contract or mixed modes, the sample will be selected from county case lists. The sample month will be May 1985.

Each county with cases in the sample will receive a copy of the review forms, and upon completion of the on-site review will receive oral and written summaries of the case review findings. In addition, all counties will receive a subsequent written report that provides aggregate statewide findings for review and information. Your Adult and Family Services consultant will be contacting you directly to schedule the review. For further information, please contact him/her at (916) 322-6671 or ATSS 492-6671.

A handwritten signature in cursive script, appearing to read "Loren D. Syter".

LOREN D. SYTER
Deputy Director
Adult & Family Services Division

cc: CWDA

Supervisors recruited from:

- Other programs Other counties Out of school
- Other explain: _____

6. How much and what type of training do IHSS staff receive? For example, do they receive training in income eligibility, level of functioning, needs assessment, etc. and how?

Classroom: hours _____ areas covered _____

On the job: hours _____ areas covered _____

Who provides training? _____

7. If county employees are providing services (homemakers) what type and how much training do they receive?

8. Does your county have an IHSS procedures manual available to staff? _____

When was it last updated? _____

9. What types of service delivery methods does your county provide? Please check.

- County employees Contract providers Individual providers

10. If your county uses individual providers, is it difficult to locate providers? If yes, please explain.

11. How do you handle cases when a recipient is unable to locate a provider?

12. If services are delivered through more than one mode, what criteria does the county use to assign client to mode?

13. Is there generally a trend that certain recipients need certain modes of delivery? Explain.

14. Status Eligible Cases

A. For applications, do supervisors review and approve: 100% of cases,
 selected cases specify %_____, none, other criteria
(please explain)_____

B. For redeterminations: 100% of cases, selected cases specify %_____,
 none, other criteria(please explain)_____

15. Income Eligible Cases

A. For applications, do supervisors review and approve: 100% of cases,
 selected cases specify %_____, none, other criteria(please
explain)_____

B. For redeterminations, do supervisors review and approve: 100% of cases,
 selected cases specify %_____, none, other criteria(please
explain)_____

16. Do workers use alternative resources if available and suitable for a service? ___
Are types of alternative resources documented in C/R? _____
Do you have a roster of alternative resources available to the workers? _____

17. Where in the case record does the worker document the face-to-face contact?

18. What is your county's process for collecting overpayments? _____

19. How are recipients notified on their rights to a fair hearing? _____

20. Does the county have a system to check on IHSS providers? ie: periodic home visits, questionnaires to recipients, quality assurance, etc. Please explain _____

21. What types of problems are you experiencing with the IHSS program? How can SDSS assist or how can problems be alleviated? Example: Training, regulatory refinements, standards, etc. Please be as specific as possible.

